

Classification: IS Comprehensive Services - Senior

Working Title: Division Information Technology Coordinator (ITC)

Location: Madison, Wisconsin

14. POSITION SUMMARY:

The Division of Environmental Management (EM) Information Technology Coordinator has the responsibility to ensure EM Division staff have the appropriate and functioning hardware, non DNR standard (program specific) and commercial off the shelf (COTS) software necessary to do their jobs. This position is part of a team and section of IT professionals each with a focused discipline. Under the day-to-day direction of the Lead ITC, this position coordinates and/or conducts the planning, approval, research, testing, configuration, licensing, procurement and installation of hardware and non DNR standard (program specific) and COTS software systems. This position ensures that, through business-appropriate hardware, software and service, Division staff are equipped to complete their assigned jobs. The customer base for this position is 650-700 Division staff, including five bureaus (Air Management, Drinking Water & Groundwater, Remediation & Redevelopment, Waste & Materials Management and Water Quality) and the Office of Great Waters. The position is part of a team that ensures compliance with Department-wide and Enterprise policies and procedures regarding IT hardware and non DNR standard (program specific) and COTS software. The position provides information to, and as directed by the Lead ITC and/or Division IT Section Chief, to advise Division representatives to the EM Business Services Team, EM Management Team, Department Operations Management Team, and Department Leadership Team on all matters concerning IT hardware and non DNR standard (program specific) and COTS software and the impact of proposed policies and procedures on the Division's budget, functionality, efficiency, and effectiveness. The position assures that EM hardware and non DNR standard (program specific) and COTS software applications meet department and enterprise standards and is maintained in our inventory system. This position works closely with other Division IT staff, contractors, as well as the DNR Bureau of Technology Services (BTS) and Department of Administration Division of Enterprise Technology.

LOCATION, GEOGRAPHIC SCOPE & TRAVEL REQUIREMENTS: This position has responsibilities for the entire Division of Environmental Management, statewide and will be located at the State Natural Resources office in Madison. Occasional travel within the state is required.

SCOPE OF AUTHORITY: This position works under the general supervision of the IT Section Chief in the Information Technology Section of the Division of Environmental Management. Tasks performed at this level are similar in nature to those of the IS Comprehensive Services Specialist level, however they are narrower in scope and complexity.

Goals & Activities:

- 30% A FISCAL AND ASSET MANAGEMENT:** Manage asset inventory for the division, as well as IT budgets to ensure operations are fiscally responsible. Activities are performed under the direction and leadership of the Lead ITC:
- A1 Develop guidance, options and recommendations regarding required upgrades to ensure hardware and/or software will meet all Division / Program standards. This guidance may be used by Lead ITC to be presented to management for replacement of assets (hardware/software) for the Division/Program.
 - A2 Determine budget codes, request necessary approvals, purchase and create install quotes for new hardware (computers, monitors, mobile devices, accessories), standard and non DNR standard (program specific) software and services for the Division/Program.
 - A3 Determine budget codes, request necessary approvals, purchase, install and maintain shared hardware (computer, large format monitors, projector, conference phone, micro fiche reader, printer, multifunction machine, scanner, etc.) located in shared locations (scanning cubicles, hotel cubicles, conference rooms, test benches, etc.) at central office and satellite offices (such as Science Operations Center and other co-located facilities) for the Division/Program.

- A4 Evaluate and maintain information related to hardware inventory (e.g. staff assigned, install dates, models, serial numbers) into Department's IT Configuration Management Database (CMDB) for the Division/Program.
- A5 Manage licenses for software not managed by BTS and coordinate BTS-managed software for Division or Program staff.
- A6 Manage telecommunications accounts (landline and/or cellular), including account setup, activation, modification, transfers, and termination for the Division/Program.
- A7 Monitor Division or Program file share utilization and capacity, run reports to reduce outdated or redundant files, assist staff with structure and best practices, request additional storage space as needed, troubleshoot issues and resolve problems.

30% B INCIDENT MANAGEMENT: Restore normal service operations as quickly as possible to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained. The following tasks may be directed or assigned by the Lead ITC:

- B1 Provide technical problem determination and resolution for non DNR standard (program specific) end user hardware and software. Monitor user problem queue and take timely action, either resolving the problem or escalating to Lead ITC for resolution, documenting support activities when appropriate. Consult technical references, confer with users, and conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support. Provide support desk-side when practical, and remote tools when more cost-effective. Assist users with management of User IDs and passwords, including requests for new and changes to existing credentials.
- B2 Work with Division or Program staff BTS and DOA Division of Enterprise Technology (DET) to troubleshoot incidents related to division/program applications and to request restarts of systems and servers as needed.
- B3 Communicate service impacts and other important status information related to non DNR standard (program specific) software and services to customers throughout the Department, in non-technical language and in a timely manner.

20% C SERVICE REQUEST MANAGEMENT: Fulfill and properly document customer requests to install, upgrade or change their IT infrastructure.

- C1 Setup and support of standard and/or non DNR standard (program specific) mobile devices, including smartphones, tablets, mifi, air cards, etc. for the Division/Program. Examples of non standard mobile devices include: Field iPad minis, GPS units, etc.
- C2 Install, tune and update non DNR standard (program specific) end user hardware and software to meet business needs, vendor support requirements, and fiscal constraints, as primary for Division/Program staff located in Central Office and as backup for staff located outside of Central Office. Maintain records of additions, moves, and changes in the Department's IT Service Management (ITSM) tool.
- C3 Maintain and manage email distribution lists, resource calendars, staff email accounts and shared email accounts within the Division/Program, including adding and removing members, setting permissions, requesting updates to the Global Address List and other configuration changes.
- C4 Manage permissions of Division or Program staff in Active Directory (AD), SharePoint, and other applications using AD.
- C5 Work with management and staff to perform off-boarding tasks such as removal from email distribution lists, revocation of permissions, data backup, equipment recovery, assistance with out of office messaging, request to disable/delete accounts, transferring files to others.
- C6 Support special projects, assignments, continuity of operations (COOP) and Incident Command Systems (ICS) as requested by management to meet Federal, State, Agency, Division or Program objectives.

- C7 Setup and support agency meetings (program, division, public, Natural Resources Board, etc.) as directed.
- C8 Review service requests submitted by staff; get required management approval; service or route the request as appropriate.

5% D TECHNOLOGY ADVANCEMENT: Advance Technology through evaluating new and emerging technologies, analysis and communication across the organization

- D1 Asses distinctive Agency, Division or Program needs (e.g. Media Site operations, audio/video editing and conversion, accessibility testing & guidance/feedback, braille conversion and printing of DNR materials, work on department-level issues and projects, consultation/advice to other Division or Program).
- D2 Manage projects as assigned. Work within existing governance process to ensure projects are adhering to standards, work with users and BTS on troubleshooting issues.
- D3 Provide analysis and feedback on IT/GIS/Web upgrades/issues/proposals to management and/or BTS to ensure business needs are met. (e.g. Operations Management Team (OMT) / Technology Advisory Team (TAG) issue briefs, Change Advisory Board items including operating system upgrades, Microsoft Office upgrades, file storage options, DNR computer image, system patching, server upgrades, etc.) Develop and test procedures to support Agency Policies, Processes, Technologies, and Rules as assigned.
- D4 Serve on IT teams as assigned (e.g., ad hoc teams on hardware and software standards). Support and communicate with management teams as assigned.

10% E TRAINING: Acquire and maintain information technology knowledge. Provide user training, support and documentation for a variety of technologies to maximize the return on investment

- E1 Maintain knowledge of new and emerging technologies related to standard and non DNR standard (program specific) hardware, software and services, and recommend strategies for improved service delivery and cost savings to management. Attend approved annual learning plan activities, including but not limited to self-study, class room training and other experiential activities and assignments.
- E2 Identify and recommend training programs for standard and/or non DNR standard (program specific) tools to improve overall skills, abilities, productivity and efficiency.
- E3 Provide user orientation and training on a variety of technologies including standard and/or non DNR standard (program specific) software and Department and/or Enterprise IT related governance and policies. Help staff with printer and network drive setup at onboarding and other times as needed. Provide training individually, in a group setting, online, or via the development of guidance, fact sheets, training manuals and other documentation.

5% F ORGANIZATIONAL RESPONSIVENESS: Maintain awareness of organizational changes and maintaining good standing throughout the agency

- F1 Maintain knowledge of DNR Core Values and adhere to them in the course of daily business.
- F2 Review and keep abreast of changes in knowledge and practices of position-related activities in responsibilities.
- F3 Participate in job-related training and organizational meetings as assigned by supervisor.
- F4 Prepare forms and reports as necessary for personnel and budget accounting purposes in a timely manner.
- F5 Perform other position-related duties as assigned.
- F6 Follow all general and position-related safety requirements.

KNOWLEDGE, SKILLS AND ABILITIES

Upon Appointment:

1. Knowledge of principles and processes for providing excellent customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. Knowledge and direct experience in use and support of the Microsoft Office suite with proficiency in Outlook, Word, Excel, OneNote, Power Point and Skype
3. Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software.
4. Knowledge of networking principles and applications.
5. Knowledge and direct experience with PC trouble shooting, problem resolution, repair, and software installations for Windows systems.
6. Knowledge and direct experience in support of computer hardware, networks, and software, including peripheral devices such as external hard drives, monitors, printers, and plotters.
7. Knowledge of personal technology devices and support.
8. Knowledge of software and hardware testing principles.
9. Knowledge of peripheral devices including printers, plotters, smart phones and tablets.
10. Knowledge of business and management principles involved in strategic planning, resource allocation, and coordination of people and resources.
11. Ability to administer privileges, set up, and maintain SharePoint sites.
12. Ability to acquire within the first 6 months A+ Certification for hardware and software applications.

Full Performance:

13. Knowledge of enterprise and department IT policies, standards, rules and procedures.
14. Knowledge of department technology procurement rules and procedures.
15. Knowledge of divisional operations and needs of all field and CO staff.
16. Knowledge of DNR image and network environment, including access and security protocols
17. Knowledge of networking principles and applications.
18. Knowledge and direct experience with tablet device troubleshooting, problem resolution, repair, iTUNES software management for iOS.
19. Knowledge of automated distribution of software.
20. Knowledge and direct experience in formal and informal (e.g. desktop) training of adults.
21. Ability to gain administrative privileges on DNR computer, including signing a Trusted Use Agreement.
22. Ability to learn Department IT policies, standards, rules and procedures.
23. Ability to learn Department image and network environment, including access and security protocols.

PHYSICAL REQUIREMENTS & ENVIRONMENTAL FACTORS: Physical requirements include talking in front of groups, sitting for long periods of time, and lifting and carrying 5 to 30 lb. Environmental factors include working indoors in an office setting and independently traveling to offices around the state.

Equipment Used: Computers, hard disks, backup software, operating system software, configuration management software, smart phones, tablets, fax machine, printing equipment, calculator, copy machine, and telephone.

Department-wide Interpersonal Competencies

1.) Service Excellence for Customers & Partners

- Make excellent customer/partner service a top priority and actively seek to improve it.
- Work to identify and understand the needs of others and strive to create the most value for them, focusing on their satisfaction.
- Responsive to changes in customer/partner goals, deliver on promises, follow-up appropriately thus service delivery is marked by fairness, integrity, high ethical standards and the utmost respect for others in order to generate trust as an outcome.
- Actively seek to achieve results that best strike the balance with the Division's service role and regulatory authority with the customer/partner goals.

2.) Effective & Fair Decision Making

- Analyze situations fully and accurately to reach productive, and where appropriate, uniform decisions. Consult appropriate parties/stakeholders as necessary and identify the key concerns and/or issues that need to be addressed in order to make the best decision possible.
- Discern the pertinent facts and develop clearly based objective criteria.
- Make timely, well-reasoned decisions by integrating information and perspectives appropriately.
- Evaluate the immediate and longer-term consequences of decisions.
- Use sound professional judgment in their analyses and decisions.

3.) Effective Communication

- Express ideas in a clear, concise, and effective manner, both orally and in writing.
- Ability to present, facilitate and instruct as part of outreach and partner activities.
- Use correct grammar and sentence structure in communications.
- Strong listening skills, particularly when different viewpoints are expressed.
- Openly share information, transparent and keep all concerned parties informed.

4.) Interpersonal Relationships & Partnership Building

- Build and effectively utilize relationships and influence networks to achieve goals.
- Share knowledge and build trust with colleagues, managers and external partners.
- Tactful when dealing with sensitive issues and personalities.
- Exercise social intelligence: have a high level of self-awareness, are aware of impact on others.
- Work through complex situations effectively, diplomatically and with sensitivity without losing credibility or trust.
- Recognize sensitive information and exercise discretion.
- Approach professional conflicts in a constructive manner. Refrain from personal attacks and excessive emotions.
- Demonstrate sound judgment under pressure and retain focus on desired business outcomes in difficult conditions.
- Proactive in addressing problems.
- Exemplify the commitment to the DNR's core value of respect- to work with people, to understand each other's views and to carry out the public will; maintain integrity and treat everyone with fairness, compassion, and dignity.

5.) Demonstrates Leadership

- Provide direction, support and encouragement amongst their team colleagues and partners.
- Hold high standards of excellence towards the accomplishment of desired outcomes and objectives.

- Inspire confidence and respect which is motivating for others, builds positivity, keep the team cohesive and partners confidently engaged.

Position Specific Interpersonal Competencies

6.) Big Picture Thinking

- Understands internal and external forces, events, partnerships and customer needs that are affecting or are being affected by the situation at hand. Understands the abstract and thinks in terms of whole systems and complex interrelationships. Synthesizes large, disparate bodies of information.

7.) Effective Problem Solving

- Employs analytical abilities, pragmatism, and other tools to resolve complex problems in a variety of situations. Demonstrates accuracy in the consistent delivery of technically proficient work. Demonstrates sound professional judgment in analyses and decisions. Thinks analytically and works to understand a complex situation, issue, or problem by breaking it down into smaller pieces and traces implications or consequences. Shows enthusiasm for technical and intellectually complex tasks and solving problems.

8.) Change Management

- Adapts and is flexible in times of internal and/or external change. Help others adapt and remain effective. Modifies personal, interpersonal, and professional behavior quickly based on the needs of a project, customer or situation. Reevaluates decisions when presented with new information. Readily integrates changes midstream into work processes and outputs. Identify, realign, and optimize resources as needed. Improvise, identify new options and develop alternatives 'on the fly' if necessary.

9.) Organization & Planning

- Uses well-reasoned judgment in effectively planning and setting of appropriate work priorities and managing over-all workload responsibilities. Prioritizes tasks, sets milestones, sequences activities, divides tasks among others as needed and sets a reasonable pace. Coordinates realistic time frames and deliver products and services in a timely manner.

10.) Customer Focus & Service Orientation

- Identifies the needs of customers and works to create the most value for the customer, focusing on customer satisfaction and the desire to serve the customer's needs. Maintains friendly and helpful demeanor with customers through busy cycles and receptive needs and questions. Is energized by being around people. Explains complex items or processes in simple terms for the customer. Understands the organization's products and services and can articulate their value.